

TRICARE AREA OFFICE – EUROPE (TAO-E)

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TRICARE POC Reference Guide (updated 7/2005)

REMOTE SITE HEALTH CARE

# **TRICARE Area Office - Europe**

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**TRICARE Europe**

**Unit 10310**

**APO, AE 09136**

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# TRICARE POC

## Roles, Responsibilities & Duties

***Reference: TRICARE Policy Manual 6010.54-M,  
August 1, 2002 (C-5, December 19, 2003).***

<http://www.tricare.osd.mil/tricaremanuals/>

The TRICARE Point Of Contact (POC) program is a liaison service designated to provide beneficiaries and host nation providers assistance with filing TRICARE health care claims. The TRICARE POC program was established in 1991 and was expanded in 2003 for TRICARE POCs serving in remote sites covered by a government contract with International SOS – to provide a managed health care option to active duty and family members stationed in remote areas. As a TRICARE POC in a remote area, you will assist all uniformed services, TRICARE beneficiaries and active duty members regardless of service affiliation, with completion and filing (as needed) of TRICARE Overseas Prime (TOP), TRICARE Standard and TRICARE Dental Program (TDP) claims. See the Reference above for the TOP and TDP Point of Contract Program booklet at Figure 12-12.2-11 for additional POC duties and responsibilities.

## Appointment as a TRICARE POC

POCs are established by the Uniformed Services, the Defense Intelligence Agency (DIA) and the Defense Security Assistance Agency (DSAA), with concurrence from the TRICARE Europe office and final approval by TRICARE Management Activity (TMA). To become a POC you will need a written request from the Commanding Officer of the activity requesting the POC and this may be a military base or representatives of the other government agencies listed above. The request should include, name of the primary POC, name of the alternate POC (if any), 24 hour commercial fax number, commercial phone number, e-mail address and valid and

secure mailing address (for pouch mail). The same process and information should be forwarded/submitted when subsequent changes are made. The POC designation is usually limited to one primary POC and one or two alternate POCs.

Please see following:

**EXAMPLE of DESIGNATION REQUEST TO BECOME A TRICARE POC:**

From: Command/Unit

To: TRICARE Management Activity; Chief, Managed Care Support Office, 16401 East Centretch Parkway; Aurora, CO 80011-9066

Subj: DESIGNATION OF POINT OF CONTACT (POC) FOR  
COMMAND/UNIT

1. Request the following individual(s) be designated as a POC for Command/Unit:
  - a. Primary: Rank, full-name, SSN, service, position, complete mailing address (street address if possible), telephone number (commercial and DSN), fax number and e-mail address.
  - b. Alternate: Rank, full-name, SSN, service, position, complete mailing address (street address if possible), telephone number (commercial and DSN), fax number and e-mail address.
2. If you have any questions, please contact \_\_\_\_\_ at commercial, fax or e-mail.

Commander's Signature

The request should be faxed to TRICARE Management Activity at the following CONUS phone number: 001-303-676-3935. You will receive an appointment letter by TMA which will also be forwarded to the Overseas Claims Processor – Wisconsin Physician's Service (WPS) noting your designation as the TRICARE POC.

*Once appointed you will have the authority to FAX TRICARE claims to WPS for priority processing.*

Use these Numbers to Fax Claim Forms to WPS (after you have your TMA Appointment Letter):

**608-301-2201**

**608-301-2202**

# Enrollments

## Completing an Prime Enrollment Application Form

1. Obtain an Enrollment Form from the TRICARE Europe website:
  - a. <http://www.europe.tricare.osd.mil/main/downloads/>
2. Complete all blocks on the enrollment form. Carefully note the instructions on the back of the form.
3. **It is imperative to list the exact location of the place of duty on the sponsor/member block on the enrollment form – do not list the in-processing location!**
4. Fax or e-mail the enrollment form with attached order copies to the Centralized TRICARE Service Center (CTSC) at: 00-49-6302-67-6374 or DSN 496-6374 or e-mail to [TEUROPE@europe.tricare.osd.mil](mailto:TEUROPE@europe.tricare.osd.mil).

## Transferring Enrollment

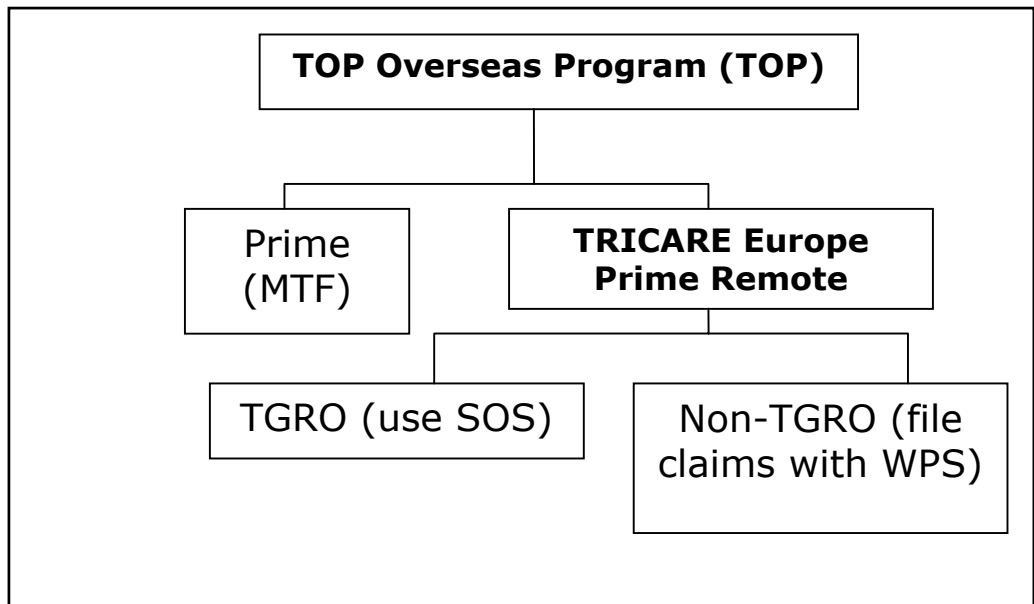
1. Download a Prime Change/Request Form from the TRICARE Europe website: <http://www.europe.tricare.osd.mil/main/downloads/>
2. Follow the directions to complete this form.

## TRICARE Prime Enrollment Options

As a TRICARE POC you should be familiar with the following TRICARE enrollment options in Europe:

- ✓ TRICARE Europe Prime – for those assignment to Military Treatment Facilities (MTFs) and clinics;
- ✓ TRICARE Europe Prime Remote – for those assigned to remote locations (usually defined as greater than 50 miles from an MTF – call the CTSC if you have any questions, COMM: 49-6302-67-7432 or DSN: 496-7432);
- ✓ And the TRICARE Global Remote Overseas (TGRO) program – this enrollment option for members in **specifically designated TGRO locations** (see: <http://www.internationalsos.com/private/tricare/europe/index.cfm?Page=10> for a list of countries and sites or check with the TRICARE Europe CTSC for a list);

- ✓ Family members have the option to choose between TRICARE Prime and Standard. Standard allows beneficiaries a greater freedom of choice but at the same time co-pays and deductibles. Active Duty members must enroll in Prime.



## **TRICARE Europe Prime Change/Request Form**

1. Please obtain a Change/PCS form from the TAO-E website:  
<http://www.europe.tricare.osd.mil/main/downloads/>
2. Complete all blocks on the form. Please notice the instructions on the back of the form.
3. Fax or e-mail the PCS/Change form to the CTSC at: Commercial: +49-6302-67-6374 or DSN: 496-6374 or e-mail to [TEUROPE@europe.tricare.osd.mil](mailto:TEUROPE@europe.tricare.osd.mil).

## International SOS

**T**RICARE has partnered with International SOS (SOS), the world's largest medical and security assistance company, to establish a network of quality healthcare providers in select remote locations (see previous section for a listing of sites). Seeking healthcare from doctors within the network directs you to the best local care and ensures that you will not incur upfront, out-of-pocket expenses. Enrollees at these remote sites must coordinate their care through SOS (see POS below).

International SOS will also assist you with scheduling medical appointments, locating network primary and specialty care providers and medically monitoring your care. Additionally, if you have general healthcare inquiries or are seeking medical advice, you can speak with one of their doctors or nurses 24 hours a day, seven days a week. For more information **contact SOS at +44-20-8762-8133 or** <http://www.internationalsos.com/private/tricare/europe/>

### Access to International Network Providers

International SOS has special relationships and agreements with select providers in host-nation countries who agree to see U.S. personnel and families.

How to access International SOS providers:

1. Contact International SOS for an appointment at + 00-44-20-8762-8133
2. Provide requested information concerning healthcare request
3. Visit the TRICARE-SOS Primary Care Providers search website at <http://www.internationalsos.com/private/tricare/europe/>



## Point of Service (POS) Option

The POS option allows all Prime ADFM enrollees, including TGRO beneficiaries, the freedom to seek and receive non-emergent health care services from any authorized civilian provider, outside of the SOS network, without having to contact International SOS.

\*Beginning on Jan 1, 2005, you must coordinate all of your routine and specialty care with International SOS. If you fail to coordinate routine care with International SOS after Jan 1, you will have to pay a substantial percentage of the bill. Active Duty claims may be denied. Active Duty Family Member claims will be processed at the Point-Of-Service rate, which means these members will have to pay a deductible (\$300/\$600) as well as cost-shares (50% after deductible).

If you are stationed at a U.S. embassy, you may continue to see an Embassy Health Unit provider for part or all of your primary routine health care. **However, International SOS must still coordinate all specialty care - even if the referral comes from your embassy health unit provider.** The key point is that everyone enrolled in TGRO must use an International SOS provider for all routine care obtained outside of the Embassy Health Unit, and for all specialty medical care.

### POS claims are subject to:

- ✓ Outpatient deductibles (\$300 individual and \$600 family)
- ✓ 50 percent cost shares for outpatient and inpatient claims

### EMERGENCIES (not subject to POS penalties):

- ✓ Immediately access the nearest emergency services available
- ✓ No requirement to contact International SOS first in emergency or urgent care situations
- ✓ Active Duty members should contact International SOS and their parent Service unit as soon as possible after receiving care
- ✓ Enrolled Family members should contact International SOS as soon as possible after receiving care

\*Contact International SOS during or immediately after an emergency at: 00-44-20-8762-8058 (collect) or email at: [www.internationalsos.com](http://www.internationalsos.com)

## **TRICARE Remote Access Claims System (TRACS)**

**T**he TRICARE Remote Access Claims System (TRACS) is a user friendly, web-based tool that allows TRICARE POC's and TAO-E Remote Site Staff to internally track claims payments and print membership cards for their remote site beneficiaries.

This tool is specifically designed for TRICARE POC's. It provides the POC the ability to manage and organize claims for their local community. This system does not link to Wisconsin Physician Service (WPS), the Overseas Claim Processor or any other system.

### **To use TRACS you need:**

**\*\* Complete a security Agreement form at:**

[www.europe.tricare.osd.mil](http://www.europe.tricare.osd.mil) (click on button titled "Forms and Downloads" & choose "Security Agreement" – check TRACS and fax to indicated phone number)

### **System Requirements:**

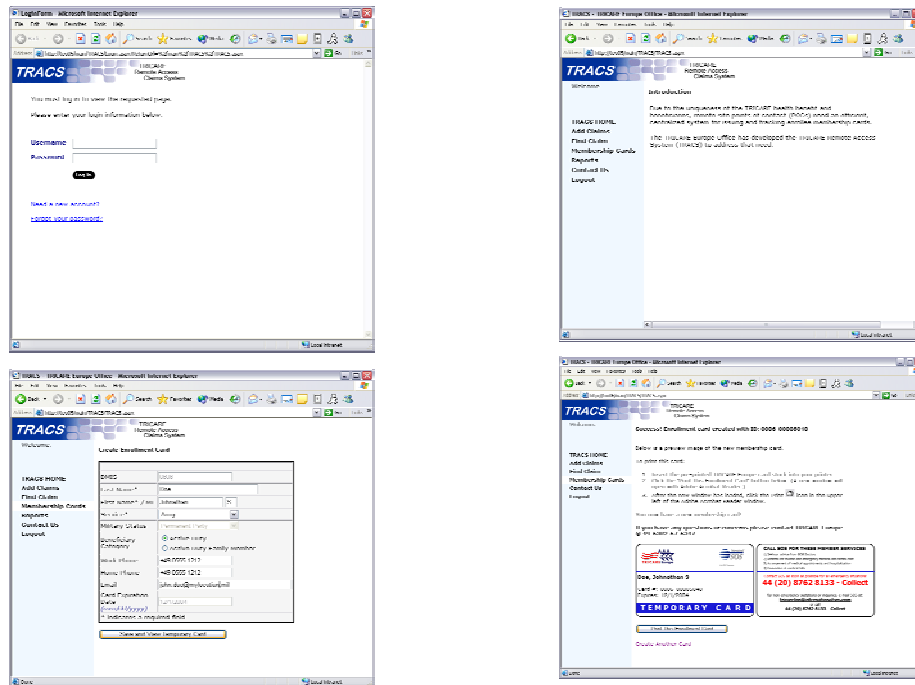
- ✓ Internet Explorer (5.0 or greater)
- ✓ Adobe Acrobat Reader (4.0 or greater)\*
- ✓ Internet Access
- ✓ Pre-printed TRICARE Europe Membership Card stock, provided by the TAO-E Remote Site Office.
- ✓ Laser or bubble jet printer.

\*These items are required to print TRICARE Remote enrollment cards.

## Printing a Member Card

1. TRACS allows you to create and print TRICARE Remote membership cards
2. Start by clicking the ***Membership Cards*** link on the left.
3. **Create Membership Card (con't)**
4. After successfully submitting the beneficiary information, you will see a preview image of the enrollment card.
5. Click the ***Print This Enrollment Card*** button to generate the permanent card. (A new window will open in the Adobe Acrobat Reader).
6. Insert the ***pre-printed*** TRICARE Remote card stock into the manual feed tray of your printer.
7. After the Adobe Acrobat document finishes loading, click the print button in the upper left of the window. (A print dialog box will open).
8. Click the ***Print*** button in the print dialog box.
9. The printer should produce a completed enrollment card on the card stock, with the beneficiary information you entered. You can then close the Adobe Acrobat window.
10. To create another badge, click the ***Create Another Card*** link at the bottom of the preview web page, and repeat the same steps.

## Quick Start Guide (Member Card)



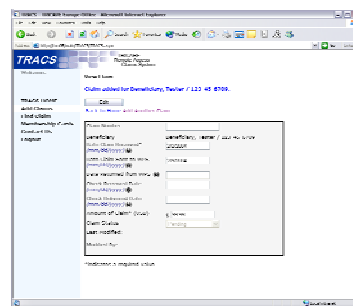
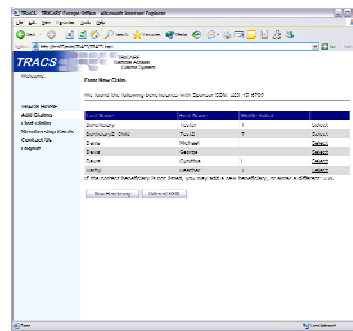
## Claims Tracking (TRACS)

TRACS helps you keep track of the payment status of claims for your beneficiaries. You record claims as they are received, and then update the status when the check is received.

### How to add claims information

1. Click the Add Claims link on the left.
2. Enter the sponsor Social Security Number of the beneficiary and click Submit.
3. If beneficiaries with the same sponsor SSN have been entered into TRACS, you will be given the option to select an existing TRACS beneficiary entry.
4. Otherwise, you will see an Add Beneficiary form into which you must enter the beneficiary information and click the Save and Create Claim button.
5. In the *Add Claim* form, enter the details of the claim, including the date the claim was received from the beneficiary, and the amount of the claim in US dollars.
6. *Claim Status* is used to indicate what stage the claim is in processing:

- ## Claims (Start View)



1. Click the *Find Claims* link on the left.
2. Select either *By Sponsor SSN* or *By Claim Number*, enter appropriate number(s), and click Find. A list of claims that match your search criteria will be displayed.

3. Select the claim you want to update by clicking the *Details...* column for that claim entry. You will see the claim details form, in view-only mode.
4. To edit the claim entry, click the *Edit* button at the top of the page, and enter the new or updated claim information.
5. When you have finished your updates, click the *Save* button to store your changes.

### Where can I find the required software for TRACS?

Software	Notes
Adobe Acrobat Reader 5.0 or greater	<ul style="list-style-type: none"> <li>Required to create and print membership cards</li> </ul> Available from Download.com <a href="http://download.com.com/3000-2378-10253179.html?tag=lst-0-6">http://download.com.com/3000-2378-10253179.html?tag=lst-0-6</a>
Internet Explorer 5.0 or greater	<ul style="list-style-type: none"> <li>Web browser software needed to access the TRICARE Europe Web Site.</li> <li>Available from your local network administrator.</li> </ul>

### Requesting Blank Membership Cards

Blank Membership cards can be requested by e-mail to [Waldemar.Pustul@europe.tricare.osd.mil](mailto:Waldemar.Pustul@europe.tricare.osd.mil). Please provide your mailing address and the quantity of cards (one year's supply).

## TRICARE4U

**W**elcome to TRICARE4U. This new Internet application will provide your office with important and timesaving TRICARE features and the ability to research TRICARE claims (submitted to WPS for payment). **Government users who register with TRICARE 4 U will be able to view claim status and patient eligibility, as well as request duplicate Explanations of Benefits.** The User Guide outlines the basic procedures for using the web site.

TRICARE4U requires a browser that will support SSL Version 3.0, which is a 128-bit encryption version of software. Encryption rates on the majority of software are 40-bit. Using the 128-bit secures the TRICARE4U site from unauthorized access. If you do not have a browser with 128-bit encryption, you will be unable to successfully use the [www.TRICARE4U.com](http://www.TRICARE4U.com) website.

### TRICARE4U Request Form

1. You must complete a TRICARE 4 U request form in order to be granted access to the system. **Wisconsin Physicians Service (WPS) maintains this website.**

#### How to Register for Access:

1. Log on to [www.tricare4u.com](http://www.tricare4u.com).
2. Click on the link to register as a DCAO/BCAC – as a TRICARE POC you will be a Government User.
3. WPS will provide system access.


4. Once system access is established – you will be able to use TRICARE4U to research claim status on overseas claims submitted to WPS for payment and even those claims pending payment for services guaranteed by International SOS. Please safeguard your user ID and password and do not share such information.

## Accessing TRICARE4U:

1. Once you have successfully logged in, you will be forwarded to your TRICARE4U home page.
2. In order to access beneficiary information, click on ***“Gov’t App,”*** located on the top toolbar.
3. Enter the Social Security Number of the sponsor and click on ***“Search.”***
4. To see the information of another beneficiary, simply click on ***“Enter New User”*** located on the left hand side of the screen.
5. To check the status of beneficiary claims, click on ***“Claims Status”*** located on the Beneficiary homepage.
6. Once this has been done, the ***“Select a Beneficiary”*** screen will appear. A list of patients will be displayed. Select the patient you wish to inquire about.
7. There are three types of ways to search on the ***“Select a Date”*** screen.
  - a. Date of Service
  - b. Service Date Range
  - c. Process Date Range.
8. Once all required data has been entered, click ***“Search.”***

## Claims Status Details

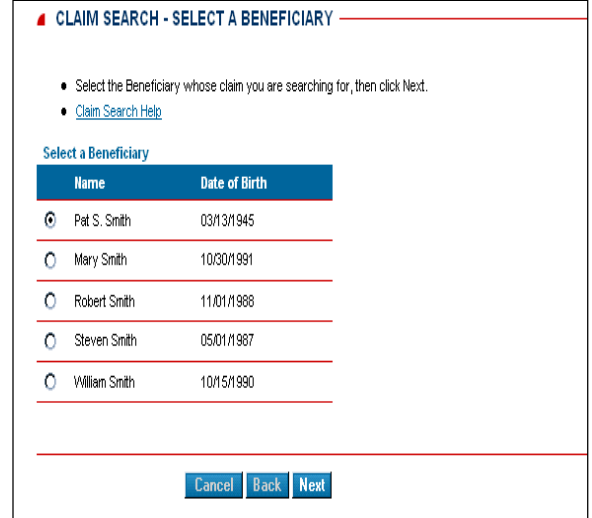
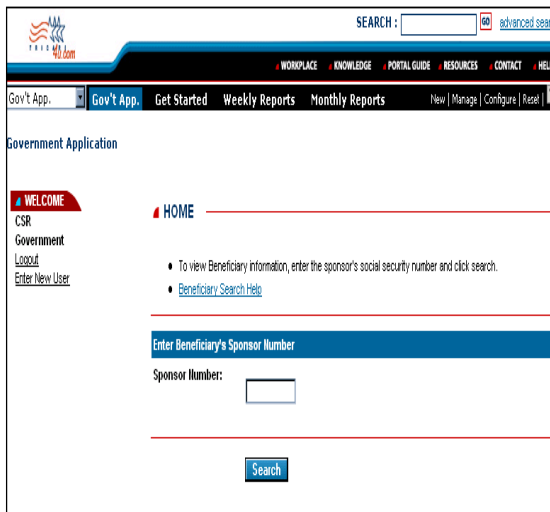
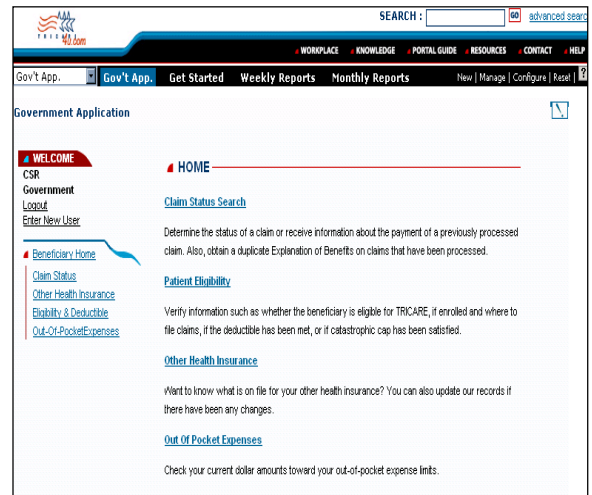
The Claim Status Detail page will give you a breakdown of each charge that was billed and the summary total of the claim. Under the description of individual service are the line items. If there is more than one line item, you will have an option to click on the next line item. The summary of all services will be the totals of all line items.

Click the  icon to view duplicate TRICARE Explanation of Benefits (EOB). The EOB’s may be printed from the browser’s print feature.

Once you are in the claims detail, you will have the option to go to the next claims detail page or return to the claims summary page.



## TRICARE4U (Introduction Views)



## Claims

**A**ctive Duty (AD) military: All non-emergency civilian care must be pre-authorized by **your Service**. Authorization can be documented on form, *SF 1034, “Public Voucher for Purchases and Services other than Personal”* (Army and Air Force Members) or *NAVMED Form 6320/10, “Non-Naval Health Care Claim Form”* (Navy and Marine Members). **No authorizations are needed to utilize care from International SOS.**

AD and ADFM enrolled with SOS will very seldom be in the situation to file their claims with WPS (except for pharmacy). However, for those enrolled to a non-TGRO Remote Site, there may be a need to pay in advance for healthcare and file claims with WPS.

### Active Duty Member Claims Submission Guidelines

All required forms (listed below) may be downloaded from:

<http://europe.tricare.osd.mil/main/downloads>

1. DD Form 2642 – For all TRICARE Europe beneficiaries;
2. SF 1034 “Public Voucher for Purchases and Services other than Personal” (for **Army** and **Air Force Members**);
3. NAVMED Form 6320-10, “Non Naval Health care Claim Form” (for **Navy and Marine Members**).

\*All TRICARE Europe beneficiary claims must be submitted on a CHAMPUS Claim Form (DD 2642). The DD 2642 is the only claim form used by TRICARE Europe for overseas care.

## **How to submit a claim form for an Active Duty Member or Reservist:**

1. Complete form DD 2642
2. Complete the required and appropriate military authorization form:
  - a. SF 1034 (Army / Air Force)
  - b. NAVMED 1034 (Navy/Marines/CG)

**\*Remote Sites:** For Active Duty members, the local commander/certifying officer, can approve non – emergency civilian medical care up to \$500 per episode for care. **Service approval is required if the charge is more than \$500. Active Duty Family Members enrolled in TRICARE Europe Remote do not require authorization for civilian care.**

3. Attach itemized bill from provider on letterhead

4. **Mail Active Duty Civilian Care Claims to:**

TRICARE Europe  
WPS – Active Duty Claims Processing  
P.O. Box 7968  
Madison, WI 53707-7968

5. **Mail Active Duty Family Member Civilian Care Claims to:**

TRICARE Europe  
WPS – Claims Processing  
P.O. Box 8976  
Madison, WI 53708-8976

\*The claims processor handles ALL claims for Active Duty Family Members enrolled in TRICARE Europe Prime, whether care is received in CONUS or OCONUS.

## Aeromedical Evacuation

In remote locations the sending facility/Health Unit/Embassy helps coordinate the evacuation. The TRICARE POC would provide assistance from a TRICARE/medical benefit perspective.

### How to Coordinate an Air Ambulance Evacuation:

1. **Contact International SOS (SOS)** – International SOS must route all request for evacuation through TPMRC (Theatre Patient Movement Requirements Center). They will contact and await instructions from TPMRC.
2. **Or call TPMRC directly -**

If you have problems contacting SOS, contact TPMRC directly – TPMRC considers commercial Air Ambulance (CAA) for Urgent/Priority only when Military Air is not available. A launch request must be submitted through TPMRC – Europe. TRICARE will only cover CAA for Urgent/Emergent Moves (Urgent/Priority).

- a. POC/Provider/Embassy contacts TPMRC.
- b. Patient Movement Request (PMR) completed by TPMRC.
- c. Clinically Validated.
- d. Administratively Validated.
- e. Movement Planned.

\*Know patient diagnosis and General condition

#### International SOS

00-44-20-8762-8133 (calls to this number can be placed collect or a call back from an SOS employee can be requested) or e-mail:

[tricarelon@internationalsos.com](mailto:tricarelon@internationalsos.com)

International SOS provider network online at:  
[www.internationalsos.com/private/tricare/europe/](http://www.internationalsos.com/private/tricare/europe/)

Theater Patient Movement Requirements Center:  
Email: [tpmrceurope@ramstein.af.mil](mailto:tpmrceurope@ramstein.af.mil) (non –emergent only)  
DSN: 480-8040/2264  
Civilian: 0049 6371 47 XXXX  
Fax: 480-8045/2345  
Civilian Fax: 0049 6371 47 XXXX

## Benefits Programs

### A. Dental

Family members of AD military stationed overseas, as well as Reservists and their family members stationed overseas may enroll in the TRICARE Dental Plan (TDP). This paid dental insurance plan is operated by United Concordia Companies, Inc. (UCCI). They help to offset the out-of-pocket expenses for overseas civilian dental care.

#### How to process a Dental Claim Form:

1. Use form 5678 B 7/00 OCONUS Attending Dentist Statement
2. Patient fills out blocks 1-28, #18NA.
3. Block 14 is signed ***only if*** UCCI payment is to go directly to the provider
4. Include the bill from the provider
  - a. Include non-availability and referral from.
5. Mail bill(s) to:

TDP OCONUS Dental Unit  
P.O. Box 69418  
Harrisburg, PA 17106-9418  
(Fax to: 001-717 260 7367)

6. Follow- ups:

\*To check on the status of your claim you may call or email UCCI

Telephone: 001-717 975 5017

Or for Toll-Free Access – call the AT&T Operator in your country, then dial 1-888-418-0466.

Email: [oonus@ucci.com](mailto:oonus@ucci.com)

## How to Complete a UCCI Enrollment Change Form

1. Obtain UCCI Enrollment Change Form 5579 E 7/04
2. Check appropriate box and follow directions
3. Only check **Add Family Member** if some family members are *already enrolled*, not when this is a new policy.
4. Complete all applicable sections.
5. Mailed forms must include check, money order or credit card for the first month's premium.
6. Mail to:

United Concordia/TDP  
P.O. Box 827583  
Philadelphia, PA 19182-7583

Contact UCCI at:

001-(717) 975-5017 (not toll-free) or 1-888-418-0466 (toll free by using your country's AT&T access code)

Email: [oonus@ucci.com](mailto:oonus@ucci.com), or visit them online at [www.ucci.com](http://www.ucci.com)

## B. Pharmacy

The TRICARE Mail Order Pharmacy (TMOP) is available for prescriptions taken on a regular basis. You can receive up to a 90 day supply (for most medications) of your prescription through the mail by using TMOP.

Prescriptions are usually filled for maintenance medication such as: blood pressure, allergy or cholesterol medications. Generic drugs are mandatory. Forms can be downloaded from: <http://www.europe.tricare.osd.mil/main/downloads/> (see TMOP registration form). The mail TMOP website has excellent information and can be found at: [https://www.express-scripts.com/custom/dod/ben\\_message/](https://www.express-scripts.com/custom/dod/ben_message/). Only US licensed provider prescriptions can be filled by the TMOP!

Prescriptions can be mailed to APO and FPO addresses. If assigned to an embassy – and you do not have an APO/FPO address, you must use the

official Washington, D.C., address – orders cannot be mailed to a private foreign address.

### **To obtain TMOP access:**

1. Register TMOP online: [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)
2. Register by mail: [www.express-scripts.com/TRICARE](http://www.express-scripts.com/TRICARE)
3. A Provider can fax or call in prescriptions directly to TMOP (up to a 90 day supply)

Fax number: 001-602-586-3911

Call in: 001-877- 283-3858

### **To Re-fill a Prescription**

1. Log on to [www.express-scripts.com](http://www.express-scripts.com)
  - a. Enter your user name and password and refills can be ordered on-line.
  - b. Follow the prompts to refill your prescription.
2. Via phone: 866 DOD TMOP (001-866-363-8667) (refill # listed on prescription bottle)
  - a. Forms can be downloaded from the website [www.express-scripts.com](http://www.express-scripts.com)
3. A provider can fax or call in prescriptions directly to TMOP (up to a 90 day supply)

Fax number: 001-602-586-3911

Call in: 001-877 283 3858

### **Filling a script over 90 days:**

Normally prescriptions are filled for 90 days at a time. ***However, for those deployed or in a remote area can request to have prescriptions filled for up to 360 days (maintenance medication).*** To request a prescription be filled for (up to) 360 days, contact must be made with the Pharmacy Operations Center (POC) located in Fort Sam Houston, TX. Only the POC can authorize an override for the TMOP contractor, ESI. The following procedures must be followed:

1. Contact POC by phone or fax
  - a. Phone 001-866 ASK 4 PEC (Option #2)
  - b. Fax: 001-210 221 8131



2. Prescription request must be clearly marked: “deployment” or “remote” and “one year supply.”
3. POC will make a decision within 24 hours and coordinate with TMOP to authorize an override.

## **C. Naval Ophthalmic Support & Training Activity (NOSTRA) Eye Wear Orders**

**T**he NASTRA mission is to support readiness of the Armed Forces by providing timely fabrication and worldwide delivery of quality eyewear.

### **How to Order Glasses:**

1. Go to: <http://138.143.250.101/nostra/command.cfm>
2. Click on ***“How to Order”***
3. Select ***“Active Duty in Remote Locations”*** (left side)
4. Follow Instructions

\*This website provides free glasses to Remote Active Duty Members.

## Fact Sheets

**T**RICARE Europe Fact Sheets are designed to provide concise information pertaining to particular topics of interest related to TRICARE and TRICARE Europe. The Fact Sheets listed below provide a brief overview of some of the most important fact sheets you will use as a TRICARE POC. Please read the actual fact for further information. Fact sheets can be downloaded at: <http://www.europe.tricare.osd.mil/main/PAO/factsheet.asp>

### Fact Sheet Listing(s):

**#7-** If you are a TRICARE Europe Prime beneficiary and are permanently assigned in remote location of Europe, Africa or the Middle East, you will use one of two typed of Prime programs depending on your location.

**#3** – Whether you choose TRICARE Prime or Standard during your time in Europe, your TRICARE benefit is available to you no matter where you go. However, Prime enrollment protects you even further by ensuring you get priority care at all U.S. military treatment facilities (MTF) worldwide. Prime will also help you manage your medical bills when you're traveling.

**#8** – The information presented here will help you understand the claims processing system. Remember that your local TRICARE Service Center (TSC) staff is available to answer any questions you may have. **Includes mailing addresses for claims.**

**#21** – You know what to do if a visiting friend or family member needs medical care overseas and they are TRICARE beneficiaries. But if you've ever had a non-TRICARE eligible visitor fall ill or get injured while visiting you overseas, you know civilian medical care is a lot more complicated. Here are some tips from TRICARE Europe and the U.S. State Department to ensure your visitors have the healthcare information they need for overseas travel.

**#10** – Retirees living overseas enjoy many of the same TRICARE healthcare options as retirees living in the states, but there are **many** differences here. The biggest difference is that TRICARE Prime is not available to retirees living overseas. If you are over 65, please see Fact Sheet 11, "TRICARE for Life".

## Points of Contacts

### Service Manage Care Officers (MCO'S)

**Army** – George Sherman, European Regional Medical Command (ERMC) Heidelberg  
[George.Sherman@hbg.amedd.army.mil](mailto:George.Sherman@hbg.amedd.army.mil)  
DSN: 371-2885  
Commercial: 0049-6221-17-2885

**Air Force** – Maj Sharon Goodwin, USAFE/SGST  
HQ USAFE/SG  
Director, Health Benefits and Policy  
[Sharon.Goodwin@ramstein.af.mil](mailto:Sharon.Goodwin@ramstein.af.mil)  
DSN: 480-4693 FAX: 480-7616 (DSN)

**Navy** – CDR (S) David Mullarkey, MSC, USN, CHE  
NAVEUR TRICARE & Managed Care Support Officer CNE-C6F  
[Mullarkd@cne-c6f.naples.navy.mil](mailto:Mullarkd@cne-c6f.naples.navy.mil)  
DSN: 626-3446 FAX: 626-3180 (DSN)  
Commercial: 0039-081-568-3446

### Funding for Non-Emergent Travel:

**Army** – Carolyn L Walden, RN, MSN Clinical Case Manager, ERM  
[Carolyn.Walden@us.army.mil](mailto:Carolyn.Walden@us.army.mil)  
DSN: 371-3123 FAX: 371-3570 (DSN)  
Commercial: 0049-6221-17-3123  
Cell: 49-(0)6609-39-68365

**Air Force** – Maj Sharon Goodwin, USAFE/SGST

**Navy** – LCDR David Mullarkey, MSC, USN, CHE

**Marine Security Guard Battalion** – CDR Lluy or HM1 Richiy (Washington, D.C)  
[LluyMA@MSGBN.USMC.MIL](mailto:LluyMA@MSGBN.USMC.MIL)  
Commercial: 703-784-3558

\*Orders, transport, per diem, visa (if applicable), and lodging are funded and arranged by member's local unit (Army & Navy) or servicing MTF (Air Force)

\*All travel for routine appointments is the responsibility of the member's unit (Army & Navy) or the servicing MTF (Air Force). Contact the Service Representative for assistance.

MTF locations and contact information can be accessed at:

<http://www.tricare.osd.mil/mtf/>

Other TRICARE Resources (comprehensive list):

<http://tricareu.tricare.osd.mil/docs/ResourcesToolsPG.doc>